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FIG. 1

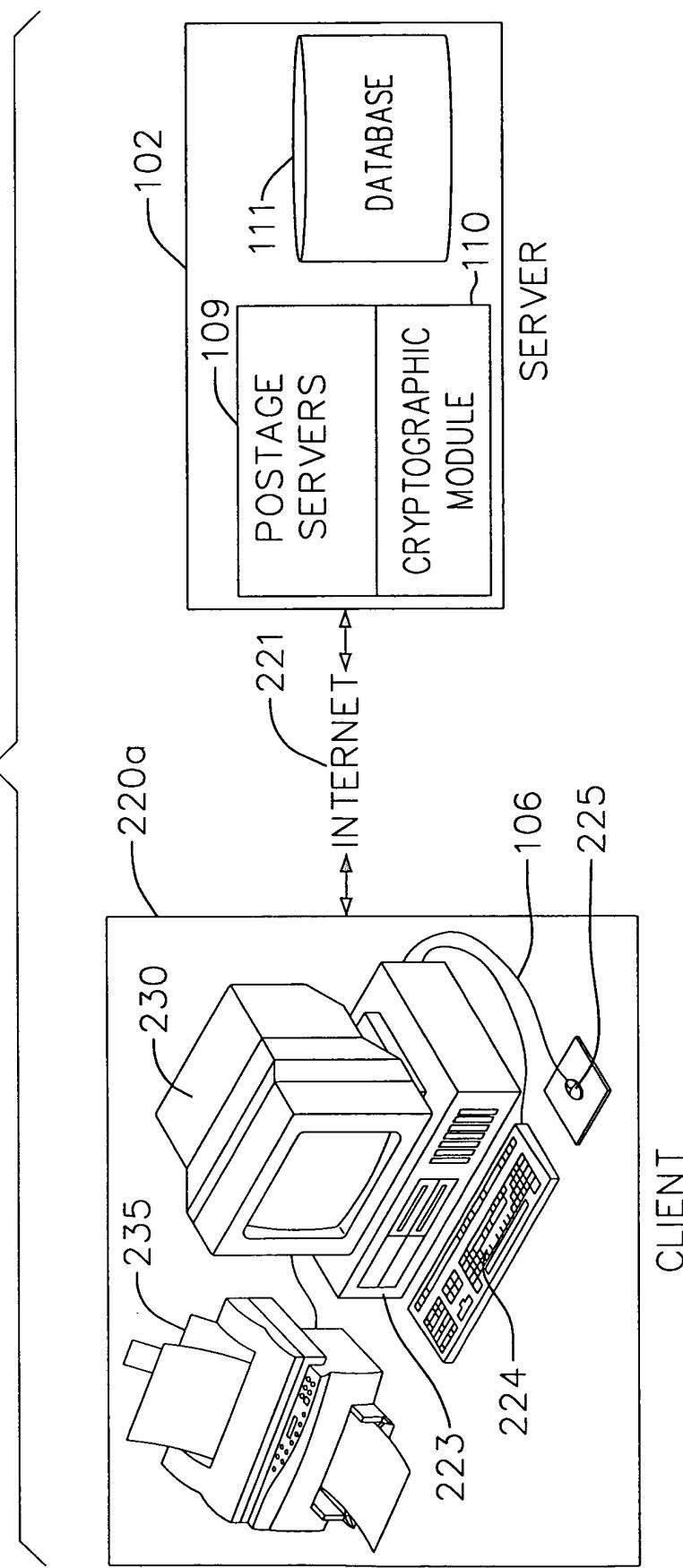


FIG.2

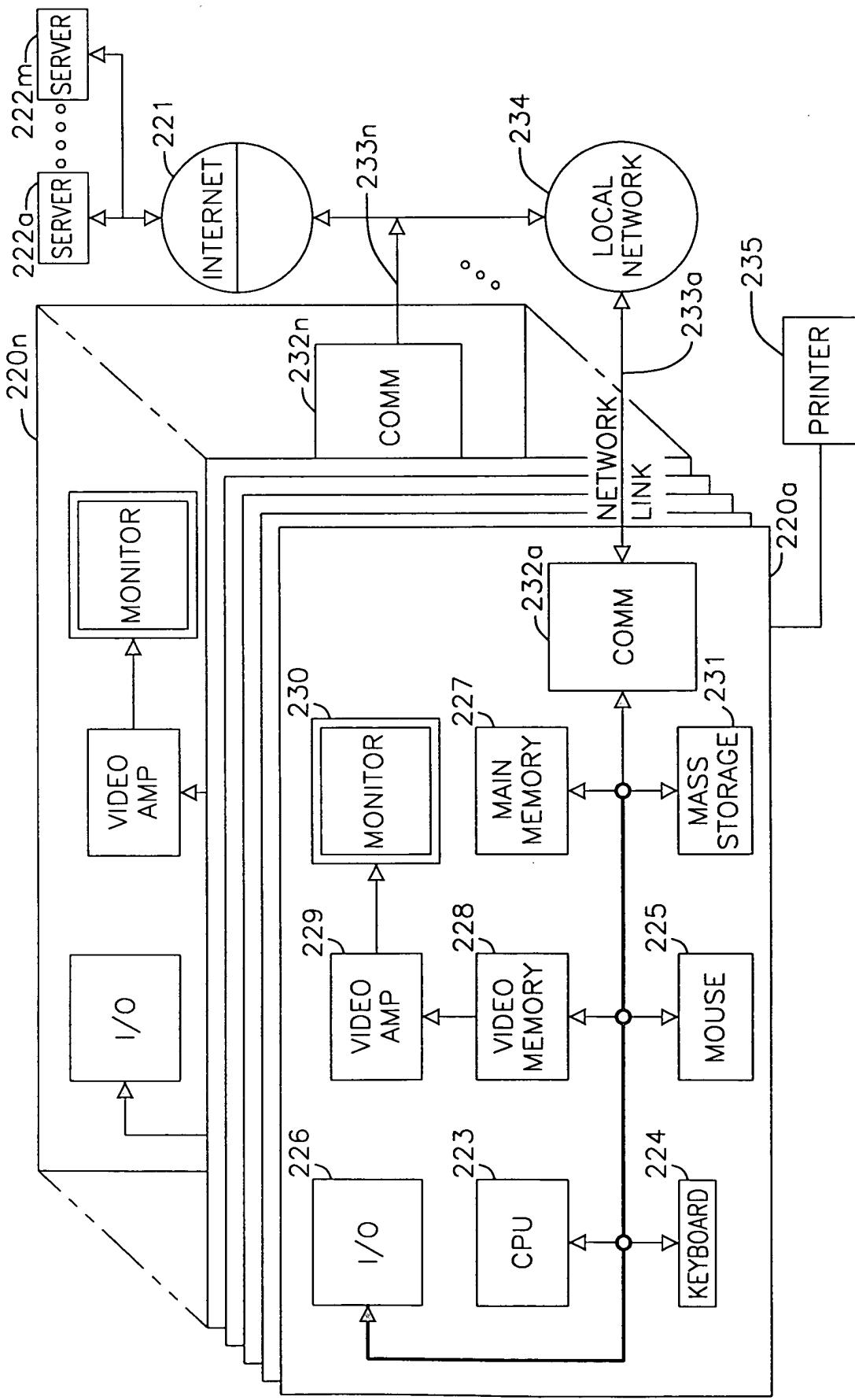
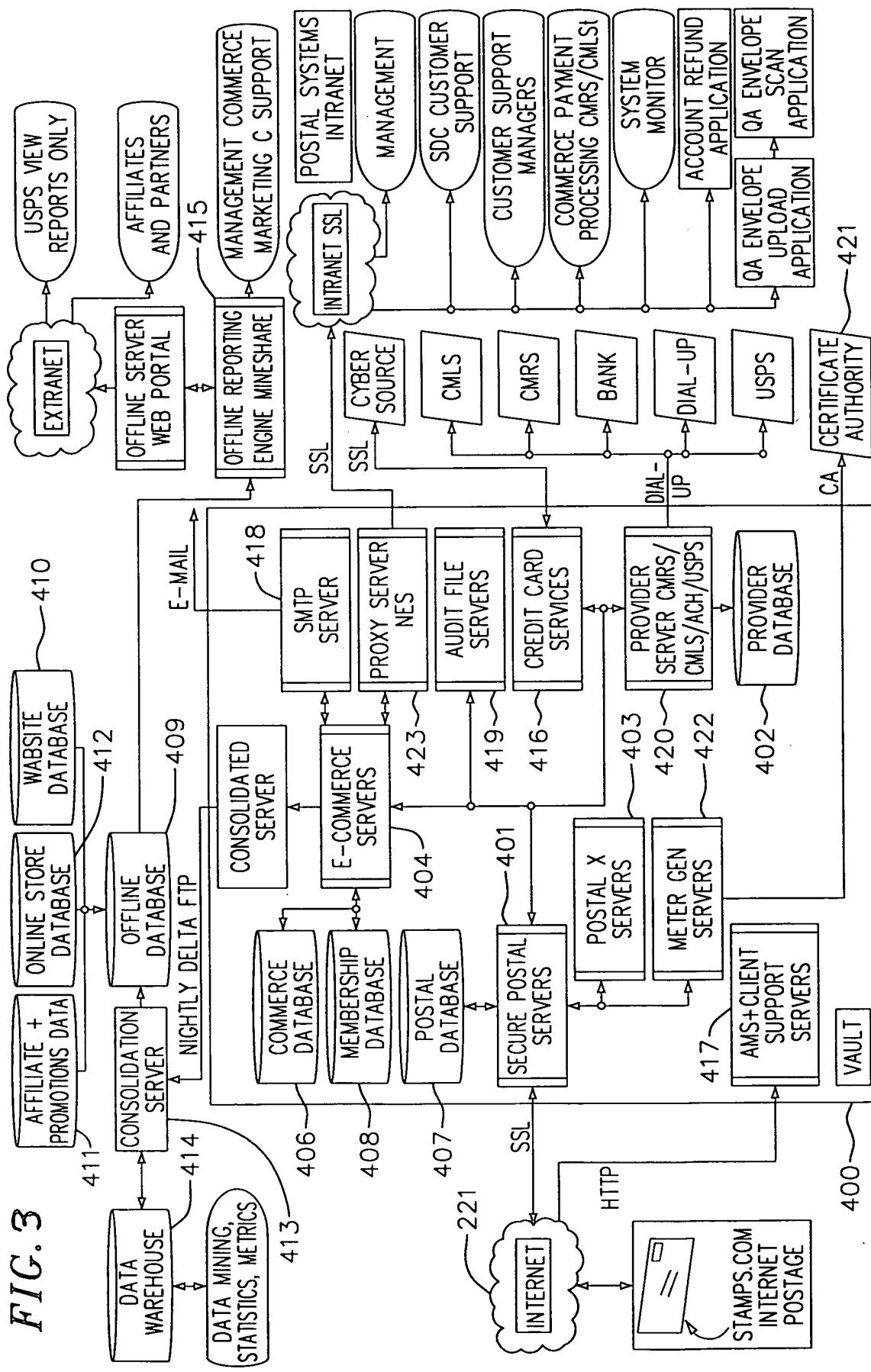


FIG. 3



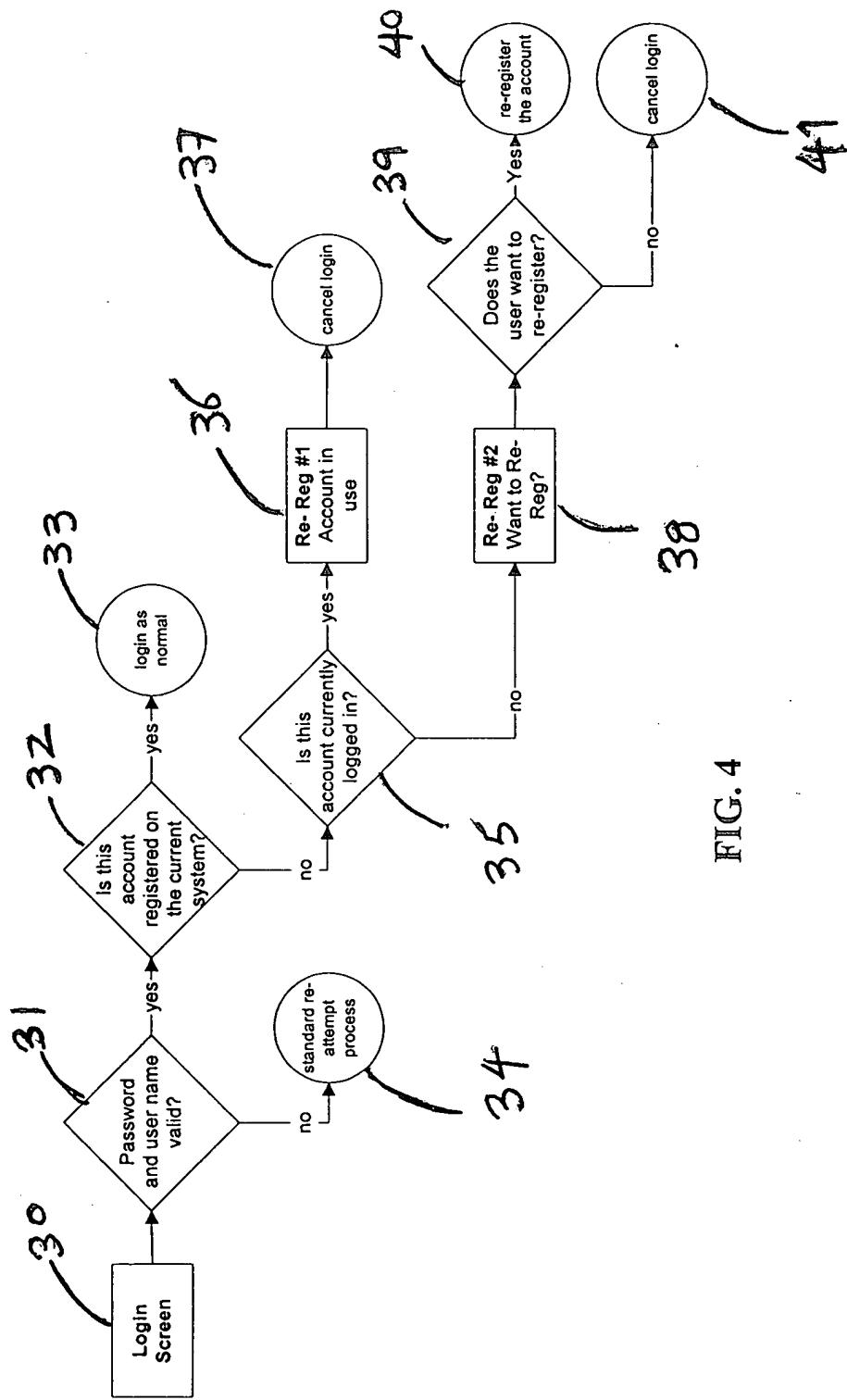


FIG. 4

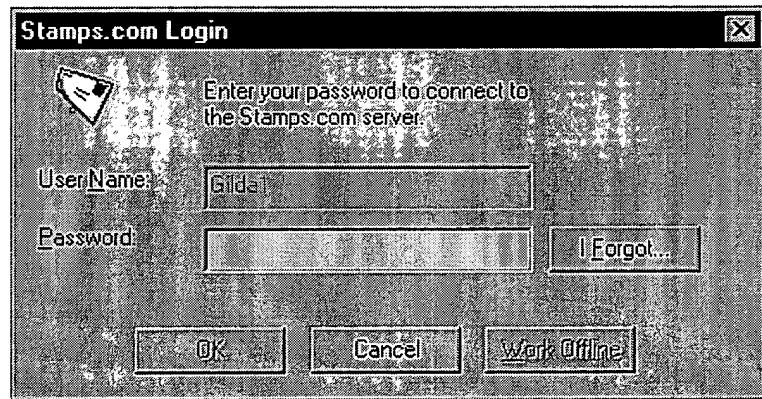


FIG. 5A

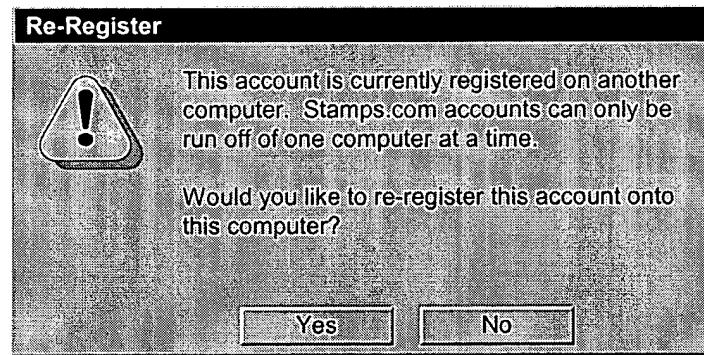


FIG. 5B

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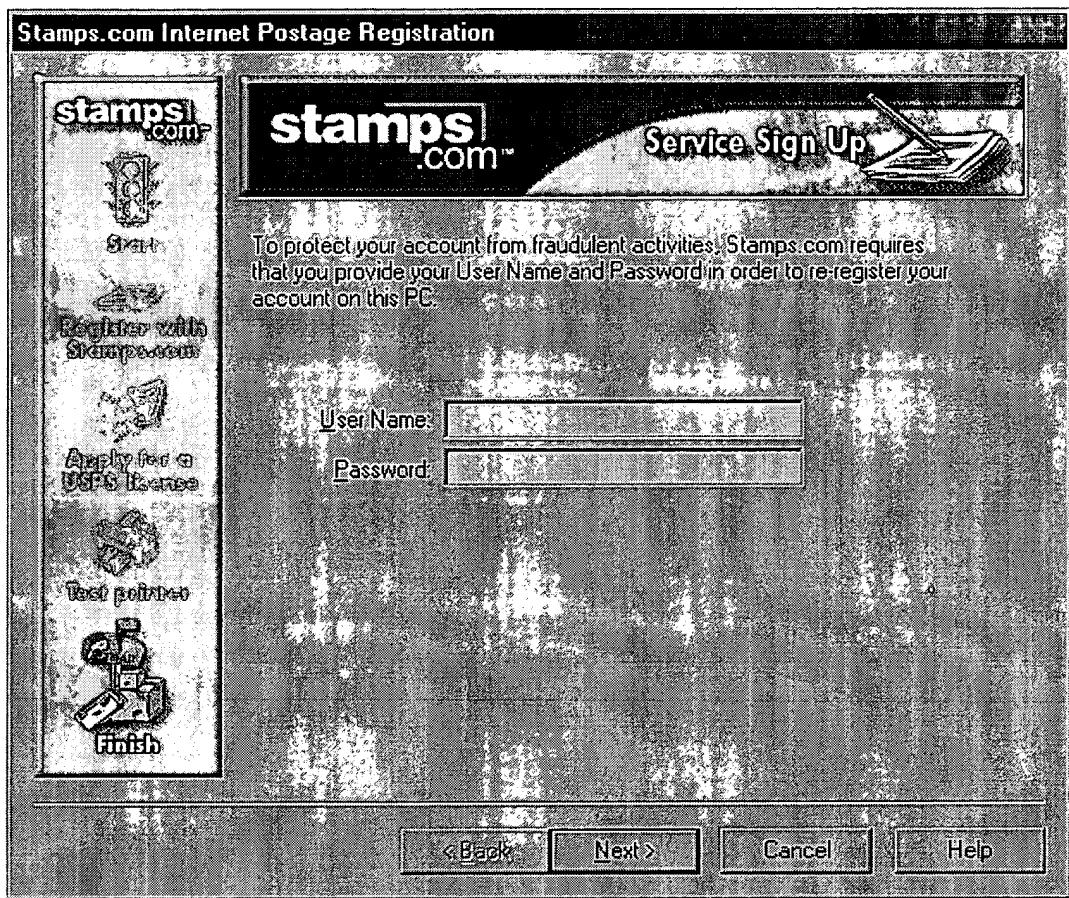


FIG. 5C

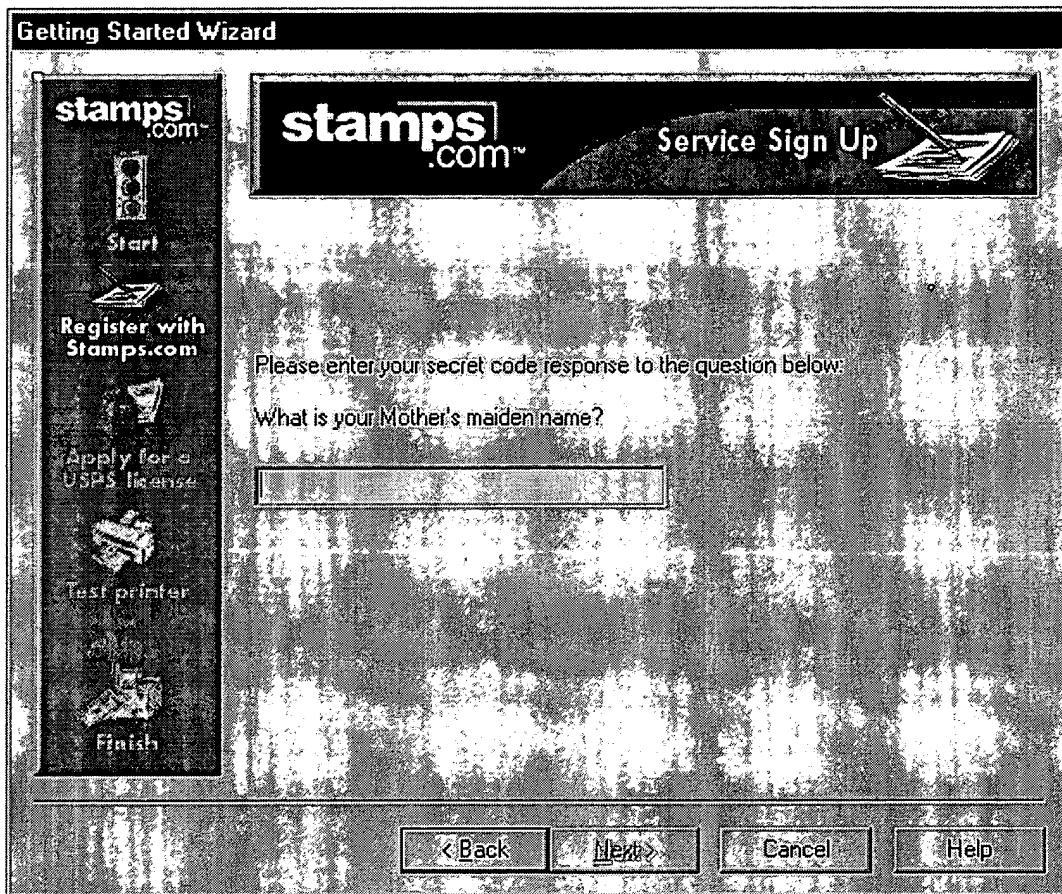


FIG. 5D



FIG. 5E

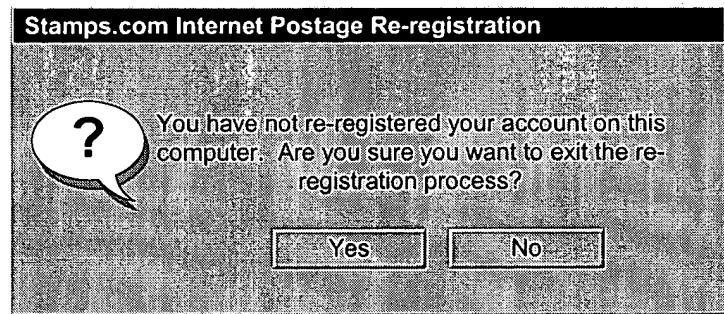


FIG. 5F

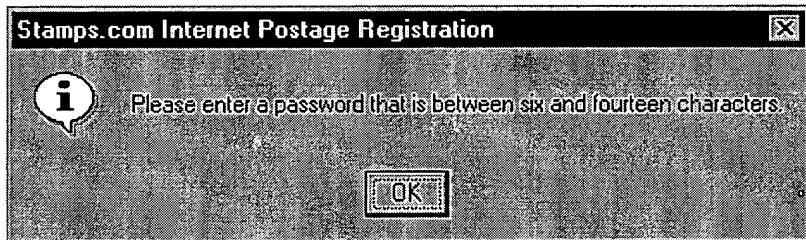


FIG. 5G



FIG. 5H



FIG. 5I

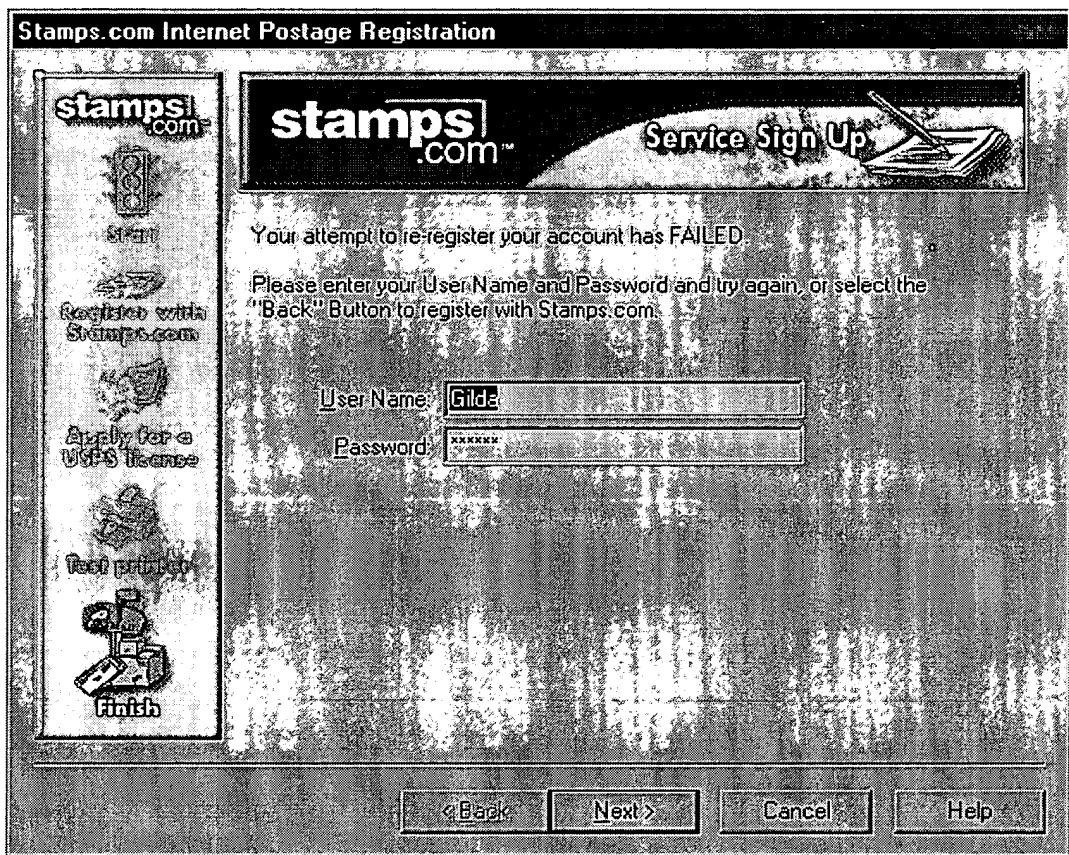


FIG. 5J

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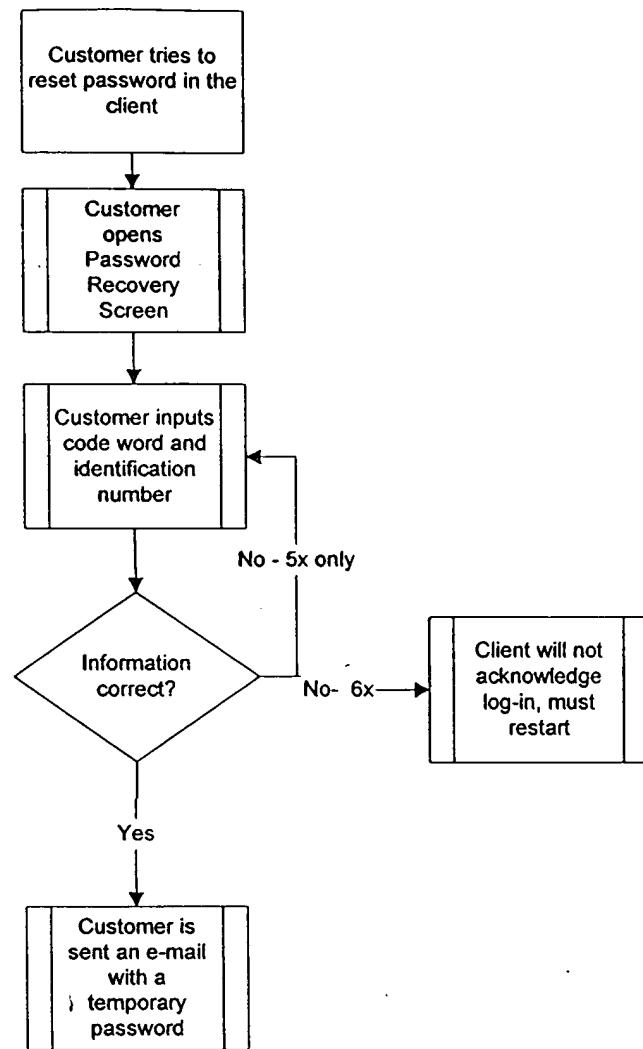


FIG. 6A

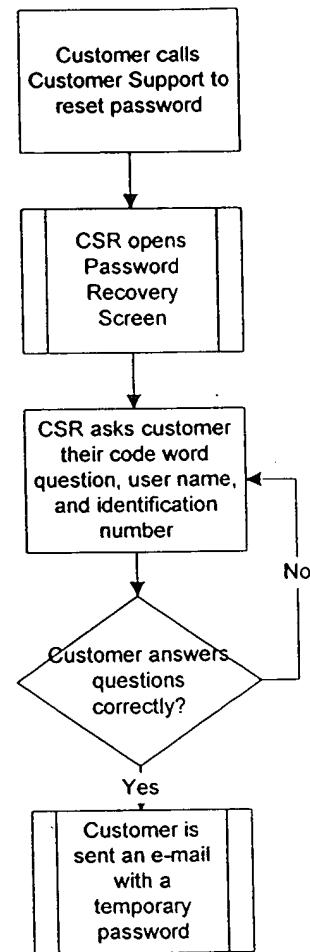


FIG. 6B

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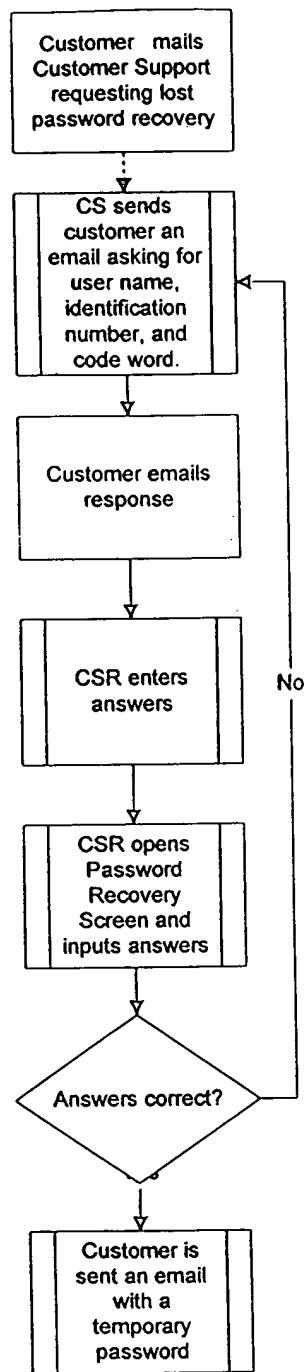


FIG. 6C

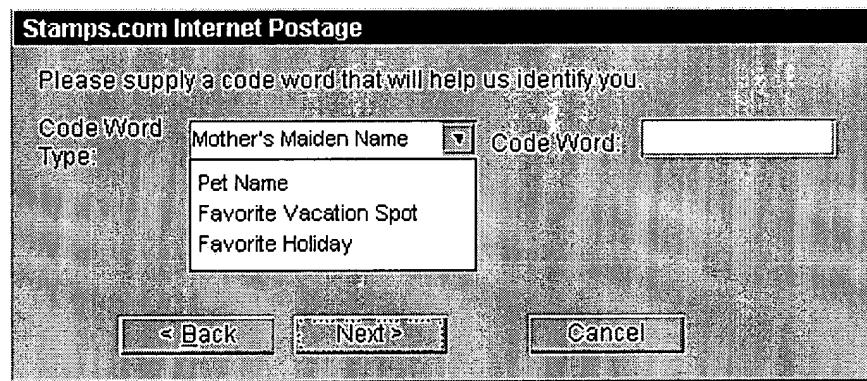


FIG. 7A

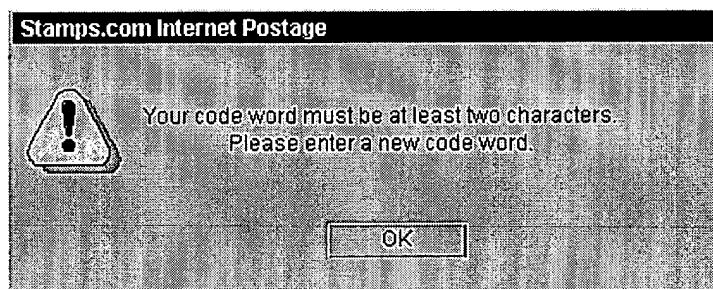


FIG. 7B

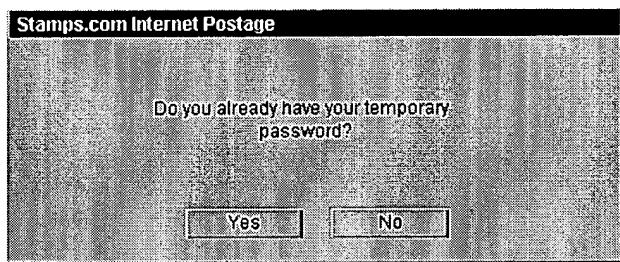


FIG. 7C

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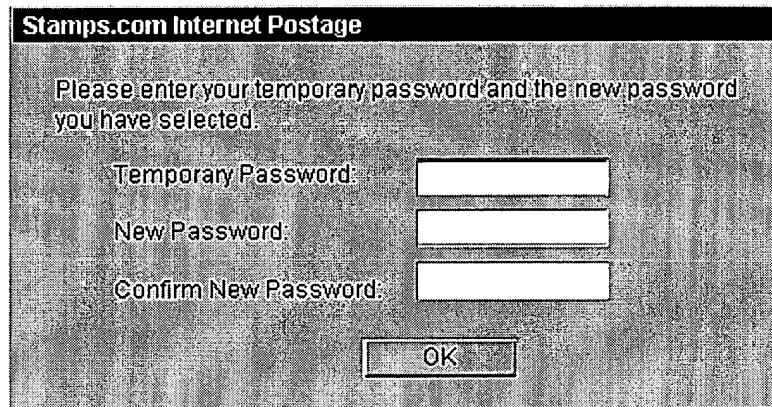


FIG. 7D

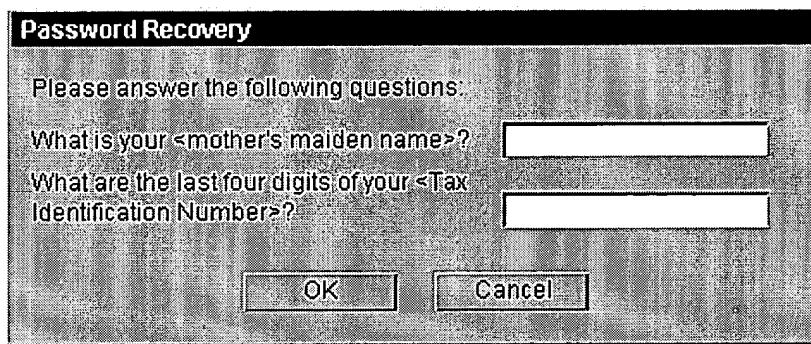


FIG. 7E

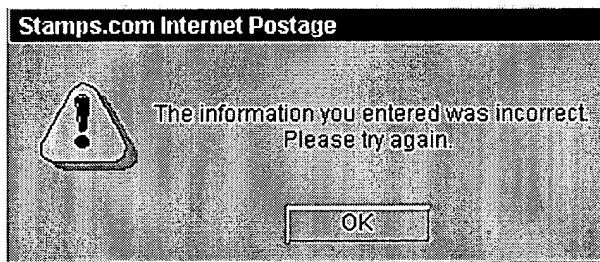


FIG. 7F

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FIG. 7G

NAME	USERNAME	USER ID	METER #
Dos, John	Johnny	38745542	3458250593

Password Recovery

Enter the customer's code word and last 4 digits of the identification number

What is your <mother's maiden name>?

What are the last 4 digits of your <Employee Identification Number>?

The customer contacted you by:

Phone Email

FIG. 8A

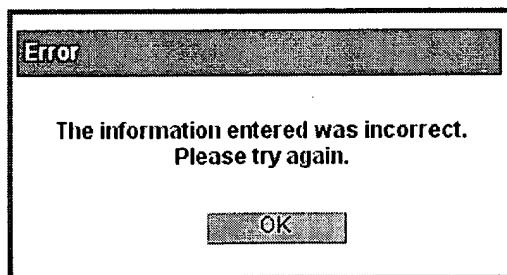


FIG. 8B

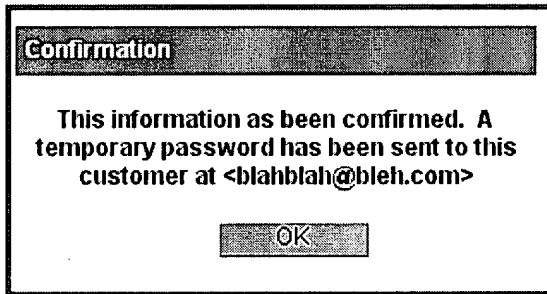


FIG. 8C

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FIG. 9

